The Feathers
Guest Code of Conduct

A warm welcome. A shared respect.

Our aim is to make every visit to The Feathers a pleasure. To help us provide a welcoming, safe and comfortable environment, we ask all residents, diners, event attendees and visitors to observe the following standards.

CONSIDERATION FOR OUR TEAM AND FELLOW GUESTS

Treat our team, other guests and everyone at the hotel with courtesy, dignity and respect. Please be mindful of noise and behaviour, particularly near bedrooms and during the evening. Follow reasonable requests from our team, including those relating to safety, security, service and the comfort of others.

RESPECTFUL BEHAVIOUR AND PERSONAL BOUNDARIES

Abusive language, threats, aggression, discrimination, harassment and sexual harassment are not tolerated. This includes unwanted sexual attention, comments or jokes, inappropriate gestures, unwanted touching, and the display or sharing of sexual material. Please respect personal boundaries. Our team's professional warmth and attentiveness should never be taken as an invitation to personal or sexual attention. Alcohol does not excuse inappropriate behaviour.

PRIVACY, SAFETY AND HOTEL SPACES

Respect the privacy of guests and team members. Please seek permission before photographing, filming or recording individuals, and do not capture anyone in private situations. Guest bedrooms are private spaces. Enter only your own room or a room to which you have been invited by its occupant. Staff-only and other restricted areas are not accessible to guests. Please treat hotel property with care and observe fire-safety and security instructions.

IF SOMETHING CONCERNS YOU

If you experience or witness inappropriate behaviour, or have any concern about your visit, please speak to the Duty Manager or contact Reception. If your concern involves the Duty Manager, please ask to speak to the General Manager. We will listen, handle concerns sensitively and share information only as necessary to respond. Retaliation against anyone raising or supporting a concern will not be tolerated. If anyone is in immediate danger, alert our team without delay and call 999 where emergency assistance is required.

UPHOLDING THESE STANDARDS

These expectations apply throughout your visit, at hotel events and in communications with our team, including by telephone, email, messaging and social media. Where behaviour falls below these standards, management may take proportionate action, including declining service, requiring an individual to leave or restricting future visits. Serious incidents may be reported to the appropriate authorities.

Thank you for helping us make The Feathers a place where everyone feels welcome and respected.

Last updated October 2026